



RECRUITMENT



CONDUENT BUSINESS SERVICES, LLC East Hartford, CT

**F/T Transaction Processing Associate III (Job ID#568129)
F/T Customer Experience Associate II (Job ID#574989)**

**Tuesday, May 3, 2022
From 9:00 AM – 12:00 PM
Hartford American Job Center
3580 Main Street, Hartford, CT**

JOB INFORMATION AND REQUIREMENTS

Transaction Processor Associate III - Job Order # 568129: F/T positions available in East Hartford, CT. Reporting to a Transaction Processing Supervisor, the Transaction Processing Associate is responsible to work on various Transaction Processing projects. These projects involve researching, analyzing, and updating consumer information utilizing different systems.

Qualifications:

- Ability to Type at least 45 WPM.
- Ability to organize work, set priorities, remain flexible and adapt to change with a positive approach.
- Proficiency (or ability to be trained) with company standard software and PC systems.

Hourly Rate for Transaction Processor Associate III is \$19.24

Experience/ Education: College Degree and Eligibility Determination/Transaction Processing experience preferred.

Customer Experience Associate II - Job Order # 574989: F/T positions available in East Hartford, CT. Reports directly to a Call Center Supervisor. Provides courteous and accurate one to one telephone contact with HUSKY consumers, assisting in providing program, account information and password reset assistance for the online Consumer Portal. Use the designated system to document calls, requests and status information.

Qualifications:

- Ability to Type at least 40 WPM.
- Basic understanding of a call center environment and quality monitoring processes.
- Bilingual capabilities a plus.

Experience/ Education:

- Associates degree from an accredited college or university preferred.
- Two (2) years minimum experience in call center environment.
- Two (2) years minimum experience in a healthcare field.

Hourly Rate for Customer Experience Associate II is \$16.83

INTERVIEW PREPARATION INSTRUCTIONS

❖ Bring Résumé or Outline of Work Experience	❖ Must be at least 18 years of age
❖ Applicant will be subjected to Background Check	❖ Applicant will be subjected to a drug test

For more information visit www.CTHires.com. Click on **Find a Job** then the **Job Number Search** tab. Enter the Job Order Number then click **Search**. (See above for Job ID #)

If you are interested in attending this recruitment event, you MUST be a registered user of CTHires to participate in this event. If you are not registered, please visit www.CTHires.com to register as an Individual prior to the event.

The Connecticut Department of Labor and Capital Workforce Partners are Affirmative Action/Equal Opportunity employers and equal opportunity program and service providers. Auxiliary aids and services are available upon request to individuals with disabilities.

